



The Human Touch

www.dhs.state.ut.us

July 1999

TOGETHER WE MAKE A DIFFERENCE

Hi, I'm Robin...

From the desk of the Executive Director

I am reminded of a funny incident that happened when I was visiting one of the DHS regions away from the Wasatch Front. To save time I flew into a small airport where an employee picked me up and provided a ride into town. I was enjoying learning about her job and interests when she suddenly asked me, "So, what do you do for the Department?" Fair question.

At the behest of a member of my staff, I'm writing this to try to let you know who I am, what I do here, and to just humanize the person behind the long job title I bear. Here goes.

Flint, Michigan is a very industrialized, urban city. I was born there, the seventh and last child of my parents. I have said I'm from a General Motors family. My father and brothers all worked there.

Dad passed away when I was only seven. Events from that point formed the life I now have. Most of my childhood was spent in a single-parent home. I saw my mother form a very independent life (which accounts for some of my personality). My grandmother moved into our home during these years, and I spent a lot of time with her. I have no doubt this experience attracted me to aging services later in life.

When I was a sophomore in high school, and the only kid still at home in our family, we



moved from the city to a small rural town of about 2,000 people. I finished my last three years of high school there, then went to Central Michigan University where I received a BS degree in Social Work.

In 1978 I decided to spread my wings a little bit. I've always loved activities out of doors, so while exploring for a graduate school I received a pamphlet from the University of Utah. There were *mountains* in the pictures, so I knew there was skiing in Utah! I came here to ski, to get my Masters in Social Work, and then, I told myself, I would "go home" after two years.

But 1980 found hard economic times in Michigan, and I had fallen in love with Utah and its outdoor recreation. I stumbled across an opportunity called a "State House Fellowship" - a kind of internship where I could select which department I wanted to work in for a year. Since I had done my Masters practicum in aging, I picked the Division of Aging and Adult Services.

Leon Povey, then DAAS Director, became my mentor. Following the fellowship, I stayed on as long term care ombudsman. There I received my first lessons in the very frustrating experience of pushing a new program through legislation. When the bill passed, literally at the 11th hour of last day of the session, I went home and vowed, "I will never go through that again."

Little did I know that three years later I would accept the first Legislative Liaison job created in DHS. Looking back over 18 sessions I now realize what has kept me in the business of legislation. It is that I learn something new each time, and I know that I can do something better next session.

Five years experience in DHS legislation taught me the diversity of this department and its divisions. With a lifetime career goal of someday becoming the Director of Aging and Adult

Services, I next returned to that Division, then later served a short stint working in the Division of Family Services at the old 2835 South Main building. In 1991, I returned to the state office and began the steering group for what is now called FACT (Families and Agencies Coming Together). 1992 saw the realization of my career dream – Director of DAAS. (This same year I *finally* finished my dissertation and received a Doctorate in Social Work.)

With only a little more than a year in that position, a very persuasive man (Governor Mike Leavitt) urged me to take a job as Deputy Director of the Department of Human Services. It was the most difficult career decision I have ever made. Events unfolded until 1996 saw my appointment as Executive Director of the Department.

I've been asked to include some other personal information, like:

- **What do I like most about my job?** Getting out and talking to staff and the people we serve. I like to see the difference we make in people's lives.
- **What is my pet peeve?** The misconception I sometimes encounter in the Department that there is "ownership" of a client. We are all merely servants of our clients. No agency can own, or disown, a client. We are all universally responsible for their needs and well-being.
- **Hobbies?** About anything outdoors. I enjoy snow shoeing, bike riding, yard work, and sewing (my mother taught me to sew).
- **Favorite vacation spot?** Jackson, Wyoming and the Tetons.
- **What of my family life?** In 1980 I met John Williams as we both worked for what was then the Department of Social Services (in the same building where I now work). Our paths crossed as I was working for Aging and John was on the Medicaid Survey staff for nursing homes. It was five years before we began dating. We married in 1986. We now live happily in Park City. Our dog, Mindy, has been with us nine years. She thinks she runs the home.

During a recent visit to one of our offices, I chatted with an employee who studied me and seemed to recognize me. Eventually came the question, "Are you the one that does The Human Touch?" (Well... my picture *is* on the front page.) No doubt, I need to get out more.

As I get around the state to visit our

programs and offices, I hope to get to know some of you better, and I hope to be less of an icon and more personable.

EMPLOYEE SAVES THOUSANDS FOR OFFICE OF LICENSING

In early January 1999 Joseph Gonzalez received a notice regarding agency maintenance billing for computer port charges and software. In reviewing the charges that were made to Licensing it was obvious that there were several errors that were costing this agency money. The largest

errors showing were 24 charges in Sunset (where OL has NO employees) and 63 charges for the Roosevelt office (where OL has only one employee). Besides these largest errors, there were other smaller errors.

After some investigation, Joseph discovered that the root of the problem was incorrect billings from the Department of Workforce Services in local offices where DWS and DHS are co-located. People had assumed that "Foster Care" charges related to large numbers of foster care staff for DCFS, rather than Office of Licensing foster care licensors. There was also confusion caused by the co-location of Department of Health licensors which led to incorrect billings. Joseph developed an analysis and sent a memo to request corrections for these billings on January 4, and was subsequently notified that charges had already been made, and could possibly be reimbursed to this agency, but only as far back as July 1998. Joseph continued discussions with DWS, emphasizing the importance of changing the billing codes and reversing charges.



Joseph Gozalez

Shortly before the new 1999 quarterly billing was made (late March) Joseph received a notice indicating that some of the regional office numbers were still incorrect. He met and discussed again the problems with appropriate personnel. Later that week he received a copy of the correct billings made to licensing and acquired copies of the IATs that returned a total of \$16,200 from DWS to DHS foster care budget.

DHS Licensing Director Reta Oram has honored Joseph Gonzalez with an incentive award for his hard work and persistence in resolving the overcharges. Congratulations, Joseph, and good work!

DHS BOASTS THREE FINALISTS FOR OUTSTANDING STATE EMPLOYEE

by B. J. VanRoosendaal, Public Information
Coordinator

Every year at this time, the State Department of Human Resource Management and the Governor's Office begins the search to find the "Outstanding State Employee," and the search has been underway for the 1999-2000 winner.

Three of the seven finalists are employees of the Department of Human Services. It is no surprise that we have some very talented and dedicated workers in our midst! Our nominees were; Lisa Canape, who is employed by the Division of Child and Family Services, Kathryn



Governor congratulates Nancy Stallings

Ann (Kathy) Moore, who works for the Division for People with Disabilities, and Nancy Stallings, who works at the State Office in Aging and Adult Services.



Lisa Canape receives award from Governor Leavitt

The volunteer who nominated Lisa Canape said, "in every project that Lisa works on, she goes above and beyond what is expected. She is so talented and creative, and she bring those qualities to everything she does." Among her many projects, Lisa was responsible for the "Christmas Store" for foster children this past holiday season.



Kathy Moore (right) enjoys award with mother, Beverly Moore

Nancy Stallings was nominated for (among a myriad of accomplishments) the development of "M" Teams in the rural areas. "M" stands for multi-disciplinary, and the teams bring together representatives from many groups to brainstorm how to best serve an elderly client's sometimes varied needs. Also, Nancy has been responsible for doing Community Liaison Training all over the state, and numerous trainings at banks and credit

unions. The personnel at the banks and credit unions have been trained to help assist their aging clients so they won't be taken advantage of by unscrupulous caretakers or family members, or become the victims of various scams.

Kathy Moore has been described by co-workers as "just an outstanding worker in every way," and "the kind of worker who takes a personal interest in every person she works with." Kathy is the Autism Specialist for the Central Region of DSPD. She carries a caseload of 65 clients, while the average caseload is 45. Her supervisor says. "the families, clients and providers continually request that Kathy be their case manager due to her commitment and keen understanding in dealing with individuals with this disability. Kathy is highly respected state-wide by many individuals who have sent letters of recommendation for her quality of involvement and dedication."

The Outstanding State Employee award went to Mary Silva from the Department of Workforce Services. Congratulations to Mary, and to all DHS nominees. Human Services can be justifiably proud of the caliber of workers that are employed in its divisions, offices, and institutions throughout the state.

DHS WILL PAY YOU TO RIDE THE BUS

by Shannon Pruett, Office of Human Resources

How do you get to work? Are you fighting the I-15 "luge?" Do you need road rage counseling? And how much time are you wasting behind the wheel that could be spent on something more pleasant?

Why not take the bus? Could you use an extra 5-10 hours a week for reading, snoozing, or chatting with friends? Besides giving you free time, if you ride the bus the Department of Human Services will pay 90% of the price of your monthly bus pass. For example, if you buy an express pass for \$70, after reimbursement your cost is only \$7. A \$32 local pass actually costs you \$3.20.

You'll save lots of money by not using your car for commuting, too. An employee who drives 15 miles one-way to work will put 7,350 miles on the car each year. Using a modest 25-

cents per mile, the cost of driving the car is about \$1,837 per year! (That doesn't include insurance costs, which can be reduced by \$45 - \$180 each year by riding the bus.)

With the DHS reimbursement, a bus pass will cost you a mere \$38 - \$84 per year. The pass can be used by other family members during weekends, too.

UTA provides service from North Ogden to Springville on 147 routes. During weekdays, express routes are designed specifically for commutes to downtown and the State Capitol. Services for individuals needing special accommodations are provided by FlexTrans.

For more information on how to plan your route to work, you can see all the bus schedules on the Internet at

<http://www.utabus.com/routes/slc/index.html>

Or call:

Salt Lake: BUS-INFO (287-4636)

Ogden: 621- INFO (621-4636)

Utah County: 375-INFO (375-4636)

Tooele County: 882-9031

T.D.D. 287-4657

FlexTrans: 287-7433

THIRD ANNUAL BURGERS FOR BIKES, BIKES FOR KIDS

by Jeanne Lund, Division of Youth Corrections

You can turn a used bicycle into a juicy burger. While you dine with a grin, your bike will be fixed up and provide miles of smiles for scores of kids. In a public-private partnership, Red Robin Restaurants, Bike Board Blade and the Division of Youth Corrections will again provide bikes for deserving youth in the Wasatch Front area. "Burgers for Bikes, Bikes for Kids" is a community project started two years ago by Sizzling Platter's Red Robin Restaurants. Last year, nearly 150 children received a bike of their very own, and nearly one thousand happy guests received a free Red Robin burger.

Here's how it works. Red Robin Restaurants offer a free burger to anyone who donates a bicycle in rideable condition to one of their restaurants. New bikes are also provided through the sponsors mentioned below. The bikes are taken to Youth Corrections' sites in Ogden

and Salt Lake City where they are refurbished or assembled by youths in custody.

Red Robin Restaurants, Bike Board Blade, Youth Corrections and other sponsors (Fox 13/ B98.7FM/ Radio Disney AM860/ Pepsi/ Supreme Fry-On/ Woodruff Printing Company/ and Zumbi Reflective Gear) hope to reach the same goal of 150 bikes (new and refurbished) again this year. Through Burgers for Bikes, Bikes for Kids, area youngsters also receive free helmets and safety lessons from the West Valley Police Department. These bike recipients come away with the knowledge that someone in their community cares about them.

Anyone who wants to contribute may donate bikes at the Red Robin Restaurants in Murray, Layton Hills, and at Valley Fair Mall from July 6th through August 6th. For participating, you will be mailed a certificate for a free Red Robin Gourmet Hamburger.

The real pay-day will be Saturday, August 21st at the Valley Fair Mall Red Robin location when selected recipients will pick up their new or refurbished bikes. Deserving youth are referred by local agencies and the Utah Mentor Network. If you would like more information about the "Burgers for Bikes, Bikes for Kids" program, please call Jeanne Lund 538-4330, or email to hsadmin1.jlund@email.state.ut.us

40 DYC STUDENTS GRADUATE

by Jeanne Lund, Division of Youth Corrections

June was a busy month for local high schools, to be sure. Other students, not attending a high school, received diplomas with some of the regalia and tassel-tossing fanfare that accompanies the traditional Cum Laudes. They are inside secure youth facilities in Utah. The progress of these 40 residents makes graduation honors all the more notable. Mill Creek Youth Center in Ogden, Decker Lake and Wasatch Youth Centers in Salt Lake City, Farmington Bay Youth Center in Farmington, Slate Canyon Youth Center in Provo and Southwest Youth Center in Cedar City all had special graduation ceremonies for youth who earned their high school diplomas.

Bill Rahter, of Mill Creek Youth Center,

wrote of the commencement ceremony, "It was held on 7 June 1999 and celebrated the graduation of 12 young men. Tears of joy filled the eyes of not only the graduate's mothers and family members, but themselves as well. As the music played, and the graduates made their grand entrance, the audience rose to their feet, to greet these fine young men, who have reached one of the most significant milestones of youth. The ceremony included: corsages, that the graduates presented to their mothers; speeches by parents; speeches by the graduates themselves; a guest speaker; caps and gowns; and the actual receiving of their diplomas. Sounds like a typical ceremony. This one was different. It was held at Mill Creek Youth Center. Mill Creek Youth Center is a secure facility, that houses some of Utah's most severely delinquent juveniles."

When asked the question, "Why is a high school diploma important to you," the graduates responded:

Pat M. - "You get an education. Knowledge is power, and education is the key to a successful life. You can't go anywhere without an education. I'm not done learning, it's a lifetime process."

Chris J. - "It helps our future for better jobs. Plus, it makes a person feel that they have accomplished something. It's a closer step to college, and becoming something bigger and better."

Roberto D. - "It makes me feel proud of myself, and because it makes me realize I can do anything I want. I can achieve my goals."

Chris R. - "Because I never thought I could get it. It gave me a sense of accomplishment. It's a big step to where I want to go in life."

For many of these youth, the last few years have been filled with disappointment and misery, as their actions have progressed through the juvenile justice system. They have made poor choices, that have ultimately led them to become incarcerated, where their right to choice and freedoms, have been stripped away. For these graduates, there will be no wild graduation parties, or gatherings with family and friends, because the majority of them will return to their rooms inside the facility. To them the commencement ceremony held at Mill Creek Youth Center on 7 June 1999, gave them something much more, that other graduates around the country take for granted. A sense of pride and accomplishment. It is truly a milestone of success for them, and a ray of hope

for a successful crime free life.

At the Wasatch Youth Center graduation commencement, Nick P. summarized what many of the graduates in secure facilities may have felt: "Thank you family, teachers, directors, and treatment staff. You no longer carry those labels. You are considered friends. I have learned so much from you all. I have completed another goal closer to my dreams. Dreams are not unimaginable because I'm living one now. Thank you all so much."

Congratulations to all 40 of these special kids.

QUALITY SERVICES REVIEW

by Kelly Colopy, Quality Review Director

The Department of Human Services has been collecting and reporting outcomes data for the overall Department for the past three years. During this time, a group of researchers representing each division has been meeting to develop a method to move beyond outcomes to measuring the quality of Department services. This summer, the Department will launch its first effort to look at the quality of the services provided to its consumers (clients).

The purpose of this study is two-fold. First, the study will act as a pilot of a new data collection tool and a study methodology that reviews the content of services rather than the process of delivering services. Secondly, the tool will be used to review the quality of services consumers receive from the Department of Human Services and its associated divisions. The study will attempt to determine whether quality services have an impact on consumer outcomes and what other factors, outside of practice, affect these outcomes.

We will examine 50 cases across the Department (6 per division and 14 Department cases). The study will include: (1) a review of the case file to get a feel for the planning process and the services the consumer has received, and (2) interviews with caseworkers, supervisors, clients, and other people important to the case. The information will be reported as an aggregate for the Department—case level and division level data will not be reported. The Department believes this review will provide information as to how services are delivered across the Department and what impact these services have on our consumers. The review staff is looking forward to working with

many of you in this effort.

EXECUTIVE DIRECTOR GETS "KISS" AND "JAIL"

It isn't every day you see DHS Executive Director Robin Arnold-Williams wearing jail stripes. Equally unlikely is this pose with her sandwiched between "Kiss" look-alikes. All of which goes to show that our boss is a good sport for a good cause.

On 26 May, Robin volunteered to "go to jail" to raise money for the Muscular Dystrophy Telethon. The prison-house, as it turned out, was the Hard Rock Café at Trolley Square. "Kiss" impersonators served and jailors, and the bail?



Robin grimaces while in the "custody" of "Kiss."

While the Executive Director's staff chipped in a few hundred dollars to spring the boss, it wasn't enough. Robin had to put in some hard time on the phone to solicit contributions from other acquaintances. The cash goes to benefit victims of Muscular Dystrophy.

JULY 1999

12 New Employee Orientation, DHS Admin., Room 129, Shannon Pruett, 538-4353

17 "Take Pride In Utah" Day, contact Sharry Pickett at (801) 538-7306

CREATE A “PRINT CURRENT PAGE” MACRO TOOLBAR BUTTON

Word 97 Tech Tip by Janice DeVore

In WordPerfect, a user could customize the Toolbar with a Print Current Page button. This can be accomplished in Word 97, but first the user must create a Print Current Page macro and then assign it as a button to place on the Toolbar.



Use the following steps:

- 1) Click on **T**ools, **M**acros, **R**ecord New Macro.
- 2) The Record Macro dialog box should be displayed.
- 3) Type in the macro name: **PrtCurPage** (No spaces)
- 4) Click on the “Assign macro to” Toolbars button.
- 5) Find your new macro in the **C**ommands window.
- 6) Move your pointer on the “**PrtCurPage**” macro, then click and drag the macro to the Standard Toolbar near top of your screen.
(Recommendation: Place the button in front of the Printer button on the Standard Toolbar.)
- 7) To modify the button image, click on **M**odify **S**election then click on **C**hange Button Image, select a button image.
- 8) For picture only, click on **M**odify **S**election, then select **D**efault **S**tyle.
- 9) Click on **C**lose.
- 10) You should see a Macro Toolbar on your screen and now in the record mode for your macro.
 - a) Click on **F**ile, **P**rint, Select **C**urrent **P**age, Click **O**K
 - b) Click on the **S**top **R**ecording button. (First button on the Macro Toolbar.) If you do not see your Macro Toolbar, you can click on **T**ools, **M**acros, **S**top **R**ecording to end the macro.

You just have created your first macro in Word 97!

The Human Touch

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